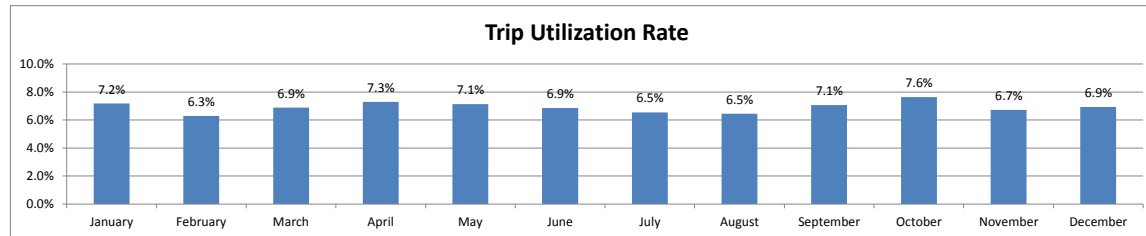


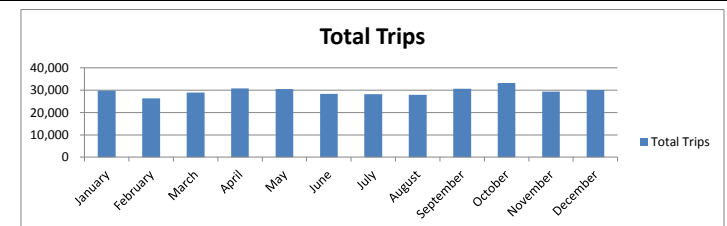
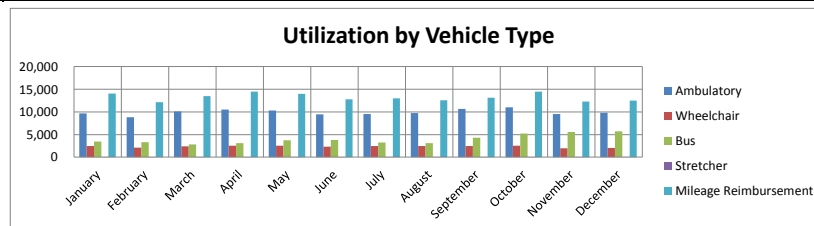


Iowa Medicaid  
Monthly Trips Summary  
2014

Summary Information	January	February	March	April	May	June	July	August	September	October	November	December	Annual
<b>Trip Summary</b>													
Members	414,176	417,949	419,358	420,784	427,575	414,258	431,176	431,744	432,290	436,039	436,027	434,367	5,115,743
Total Users	5,384	5,185	5,228	5,499	5,191	5,068	5,032	4,662	4,811	4,946	4,635	4,545	60,186
Total Trips Requested	41,707	36,154	37,866	39,338	38,191	36,131	36,053	35,355	38,672	41,490	36,813	38,833	456,603
Total Trips Cancelled	11,996	9,833	9,016	8,611	7,667	7,754	7,830	7,460	8,093	8,226	7,456	8,740	102,682
Total Trips Completed	29,711	26,321	28,850	30,727	30,524	28,377	28,223	27,895	30,579	33,264	29,357	30,093	353,921
Discharge Trips (All)	535	637	629	565	586	548	568	633	609	673	762	621	7,366
Discharge Trips (Completed)	447	497	499	470	434	436	456	511	523	548	581	492	5,894
Urgent Care Trips (Completed)	3,054	2,822	1,797	1,724	1,608	1,587	1,650	1,727	1,782	1,741	1,561	1,538	22,591
Percent of Members Utilizing	1.3%	1.2%	1.2%	1.3%	1.2%	1.2%	1.2%	1.1%	1.1%	1.1%	1.1%	1.0%	1.2%
Trips per User	7.7	7.0	7.2	7.2	7.4	7.1	7.2	7.6	8.0	8.4	7.9	8.5	7.6
Utilization Rate	7.2%	6.3%	6.9%	7.3%	7.1%	6.9%	6.5%	6.5%	7.1%	7.6%	6.7%	6.9%	6.9%
<b>Total Trips</b>	<b>29,711</b>	<b>26,321</b>	<b>28,850</b>	<b>30,727</b>	<b>30,524</b>	<b>28,377</b>	<b>28,223</b>	<b>27,895</b>	<b>30,579</b>	<b>33,264</b>	<b>29,357</b>	<b>30,093</b>	<b>353,921</b>



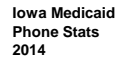
	January	February	March	April	May	June	July	August	September	October	November	December	Annual
<b>Utilization by Vehicle Type</b>													
Ambulatory	9,705	8,815	10,091	10,546	10,324	9,496	9,525	9,758	10,650	11,028	9,538	9,787	119,263
Wheelchair	2,457	2,095	2,418	2,569	2,509	2,313	2,497	2,445	2,466	2,556	1,951	2,067	28,343
Bus	3,444	3,280	2,836	3,099	3,716	3,787	3,210	3,108	4,312	5,216	5,543	5,725	47,276
Stretcher	16	6	12	11	6	4	9	4	3	9	10	5	95
Mileage Reimbursement	14,089	12,125	13,493	14,502	13,969	12,777	12,982	12,580	13,148	14,455	12,315	12,509	158,944
<b>Total Trips by Vehicle Type</b>	<b>29,711</b>	<b>26,321</b>	<b>28,850</b>	<b>30,727</b>	<b>30,524</b>	<b>28,377</b>	<b>28,223</b>	<b>27,895</b>	<b>30,579</b>	<b>33,264</b>	<b>29,357</b>	<b>30,093</b>	<b>353,921</b>



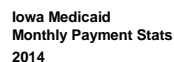
	January	February	March	April	May	June	July	August	September	October	November	December	Annual
<b>Utilization by Distance</b>													
Less than 1 mile	9	175	184	190	180	134	139	158	176	160	165	181	1,851
1 - 3 miles	5,002	4,356	4,800	4,888	5,138	5,108	4,520	4,737	5,287	6,021	5,666	5,819	61,342
3 - 6 miles	4,976	4,505	4,729	4,839	5,184	4,849	4,985	4,799	5,512	6,296	5,793	5,717	62,184
6 - 10 miles	2,722	2,459	2,636	2,883	2,734	2,559	2,383	2,327	2,701	2,830	2,425	2,481	31,140
10 - 20 miles	5,217	4,383	4,757	5,193	5,324	4,705	4,691	4,769	5,129	5,435	4,920	5,002	59,525
20 - 30 miles	3,749	3,412	3,895	4,133	3,863	3,331	3,425	3,132	3,682	3,898	3,321	3,630	43,471
30 - 50 miles	3,694	3,109	3,766	4,000	3,895	3,865	3,962	3,904	3,956	4,248	3,538	3,771	45,708
50+ miles	4,342	3,922	4,083	4,601	4,206	3,826	4,118	4,069	4,136	4,376	3,529	3,492	48,700
<b>Total Trips by Distance</b>	<b>29,711</b>	<b>26,321</b>	<b>28,850</b>	<b>30,727</b>	<b>30,524</b>	<b>28,377</b>	<b>28,223</b>	<b>27,895</b>	<b>30,579</b>	<b>33,264</b>	<b>29,357</b>	<b>30,093</b>	<b>353,921</b>

**Iowa Medicaid  
Monthly Trips Summary  
2014**

	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Summary Information	1	2	3	4	5	6	7	8					
Trip Summary - IHWP													
Members					4,160	5,599	10,110	10,275	11,478	12,251	17,093	19,038	90,004
Total Users					113	149	287	274	308	334	354	403	2,222
Total Trips Requested					880	1,171	1,943	2,094	2,282	2,624	2,720	3,247	16,961
Total Trips Cancelled					241	296	526	565	607	657	643	767	4,302
Total Trips Completed					639	875	1,417	1,529	1,675	1,967	2,077	2,480	12,659
Discharge Trips (All)					18	24	60	57	53	47	71	80	410
Discharge Trips (Completed)					14	18	45	48	45	38	56	63	327
Urgent Care Trips (Completed)					131	199	99	117	100	94	125	134	999
Percent of Members Utilizing					2.7%	2.7%	2.8%	2.7%	2.7%	2.7%	2.1%	2.1%	2.5%
Trips per User					7.8	7.9	6.8	7.6	7.4	7.9	7.7	8.1	7.6
Utilization Rate					15.4%	15.6%	14.0%	14.9%	14.6%	16.1%	12.2%	13.0%	14.1%
Total Trips	0	0	0	0	639	875	1,417	1,529	1,675	1,967	2,077	2,480	12,659
	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Utilization by Vehicle Type													
Ambulatory					338	316	528	547	630	682	655	834	4,530
Wheelchair					4	7	8	15	15	21	26	32	128
Bus					150	395	554	622	647	849	1,098	1,241	5,556
Stretcher					0	0	0	0	0	1	0	0	1
Mileage Reimbursement					147	157	327	345	383	414	298	373	2,444
Total Trips by Vehicle Type	0	0	0	0	639	875	1,417	1,529	1,675	1,967	2,077	2,480	12,659



January	February	March	April	May	June	July	August	September	October	November	December
89.35%	88.57%	86.24%	99.56%	96.87%	97.41%	97.56%	97.99%	97.60%	98.24%	98.93%	98.50%
0.57%	0.59%	0.72%	0.00%	0.78%	0.79%	0.70%	0.55%	0.61%	0.56%	0.41%	0.60%
10.08%	10.84%	13.04%	0.44%	2.36%	1.80%	1.74%	1.46%	1.79%	1.20%	0.65%	0.90%
0	0	0	0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	1	0	0	1	0	0
18,144	17,769	18,555	18,346	16,481	17,859	19,699	18,061	20,159	20,480	16,018	17,475
17.0%	6.0%	7.0%	9.0%	6.0%	8.0%	2.0%	3.0%	4.0%	3.0%	6.0%	9.0%
52.0%	82.0%	57.4%	80.4%	79.8%	74.2%	93.5%	90.3%	90.4%	91.6%	80.4%	79.2%
0:04:28	0:01:31	0:01:55	0:02:04	0:01:37	0:2:11	0:0:37	0:00:51	0:0:50	0:0:47	0:1:28	0:1:46
0:04:31	0:04:19	0:04:17	0:04:18	0:04:10	0:4:24	0:3:53	0:04:01	0:3:57	0:4:08	0:4:30	0:5:00



	January	February	March	April	May	June	July	August	September	October	November	December
Summary Information												
Provider Claims Paid within 10 days	11,111	10,774	10,654	11,795	12,162	11,415	9,907	12,533	10,830	14,091	12,104	12,565
% Provider Claims Paid within 10 days	78.0%	100.0%	99.8%	99.7%	99.8%	94.4%	99.8%	96.7%	100.0%	100.0%	100.0%	100.0%
Provider Claims Paid within 15 days	2,798	25	15	31	21	571	21	391	0	0	0	0
% Provider Claims within 15 days	20.0%	0.0%	0.14%	0.3%	0.2%	4.7%	0.2%	3.0%	0.0%	0.0%	0.0%	0.0%
Provider Claims Paid within 20 days	0	16	0	0	0	111	1	7	0	0	0	0
% Provider Claims within 20 days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%
Provider Claims Paid > 20 days	251	12	5	0	0	4	1	28	0	0	0	0
% Provider Claims within > days	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%
Total Network Provider Claims Paid	14,160	10,827	10,674	11,826	12,183	12,097	9,930	12,959	10,830	14,091	12,104	12,565
Mileage Reimbursement Paid within 10 days	553	2,584	2,006	3,807	3,227	8,910	7,768	10,301	9,127	11,288	8,884	7,645
% Reimbursement paid within 10 days	7.0%	36.0%	32.1%	24.1%	34.3%	62.3%	76.9%	92.7%	95.5%	97.5%	97.8%	94.7%
Mileage Reimbursement paid within 15 days	231	1,619	1,678	4,640	1,606	2,252	1,431	688	310	285	202	330
% Reimbursement paid within 15 days	3.0%	22.0%	26.9%	29.4%	17.1%	15.8%	14.2%	6.2%	3.2%	2.5%	2.2%	4.1%
Mileage Reimbursement paid within 20 days	3,300	2,418	1,237	2,468	1,568	1,059	287	20	103	8	2	98
% Reimbursement paid within 20 days	40.0%	34.0%	19.8%	15.6%	16.7%	7.4%	2.8%	0.2%	1.1%	0%	0%	1.2%
Mileage Reimbursement paid > 20 days	4,167	607	1,324	4,862	3,011	2,071	622	99	18	0	0	0
% Reimbursement Paid within > days	50.0%	8.0%	21.2%	30.8%	32.0%	14.5%	6.2%	0.9%	0.2%	0.0%	0.0%	0.0%
Total Mileage Reimbursement Claims Paid	8,251	7,228	6,245	15,777	9,412	14,292	10,108	11,108	9,558	11,581	9,088	8,073
Total Mileage and Provider Claims Paid	22,411	18,055	16,919	27,603	21,595	26,389	20,038	24,067	20,388	25,672	21,192	20,638
Performance Standards 3.3.2.4.3												

**IOWA NEMT PROGRAM**  
**IME Monthly Report Footnotes**

**Trip Summary**

- Members – number of eligible Iowa Medicaid Members - monthly PMPM total payment received from IME divided by \$2.14 PMPM
- Total Users – number of eligible Iowa Medicaid Members with monthly activity of scheduled trips and/or claims processed.
- Total Trips Requested – total number of trips scheduled for all trip types for the month.
- Total Trips Canceled – total number of scheduled trips canceled during the month.
- Total Trips Completed – net total number of trips scheduled for all trip types less total number of trips canceled during the month.
- Discharge Trips (All) – total number of Discharge trips scheduled for all trip types for the month.
- Discharge Trips (Completed) - net total number of Discharge trips scheduled for all trip types less total number of Discharge trips canceled during the month.
- Urgent Care Trips (Completed) - net total number of Urgent Care trips scheduled for all trip types less total number of Urgent Care trips canceled during the month. Urgent Care trips are defined as all scheduled trips where the date the trip was scheduled with
- Percent of Members Utilizing – percentage of Total Users divided by Members.
- Trips per User – Total Trips Completed divided by Total Users.
- Utilization Rate – percentage of Total Trips Completed divided by Members.

**Utilization by Vehicle Type**

- Ambulatory - net total number of Ambulatory trips defined as the Member is able to walk to and from the vehicle.
- Wheelchair - net total number of Wheelchair trips defined as the Member is transported in a manual or electric wheelchair.
- Bus - net total number of Bus Pass trips defined as the Member is transported on a fixed route city bus system.
- Stretcher - net total number of Stretcher trips defined as the Member is transported secured horizontally on a stretcher from bed to bed.
- Mileage Reimbursement - net total number of Mileage Reimbursement trips defined as the Member drives themselves or is transported by a family member, friend, and volunteer in either the Member's vehicle or another vehicle.

**Utilization by Distance**

- Mileage Increments - net total number of trips scheduled for all trip types for each of eight different mileage distance ranges for the month.
- Total Trips by Distance - - net total number of trips scheduled for all trip types for the month.

**Wait Time Statistics**

- Timeliness of Dropoff to Appointment:
  - On Time within 15 min – percentage of net total number of trips scheduled for Provider Ride Trips that were on time within 15 minutes of the scheduled appointment time as compared to actual arrival time. Provider Ride Trips is defined as Ambulatory
  - 15 – 30 min late - percentage of net total number of trips scheduled for Provider Ride Trips that were within 15 to 30 minutes late of the scheduled appointment time as compared to actual arrival time. Provider Ride Trips defined above.
  - 30+ min late - percentage of net total number of trips scheduled for Provider Ride Trips that were 30 or more minutes late for the scheduled appointment time as compared to actual arrival time. Provider Ride Trips defined above.

**Summary of Adverse Situations**

- Accidents – total number of reported accidents for the month.
- Member Injuries - total number of reported Member injuries via vehicle accidents for the month.
- Member Injured Other than Vehicle Accident - total number of reported Member injuries other than from vehicle accidents for the month.

**Telephone Statistics**

- Total Calls Answered – total number of calls received and answered by the TMS Call Center for the month defined as a connection to a live voice.
- Percent of Calls Abandoned (Performance Standard 3.3.2.3.4 a) - total number of calls received by the TMS Call center telephone system queue but not answered defined as a not a connection to a live voice.
- Percent of Calls Answered < 3 Minutes (Performance Standard 3.3.2.3.4 b) - percentage of calls answered in less than 3 minutes of the total number of calls received and answered by the TMS Call Center for the month defined as a connection to a live voice.
- Average Speed of Answer – average speed of answer of the total number of calls received and answered by the TMS Call Center for the month defined as connection to a live voice.
- Average Time for Calls – average duration of time per call for the total number of calls received and answered by a live voice.

**Claims Payment Statistics**

- Provider Claims Paid within 10 days – total number of Provider Ride Trips paid within 10 days for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
  - % Provider Claims Paid within 10 days (Performance Standard 3.3.2.4.3 a) – percentage of Provider Ride Trips paid within 10 days defined as Provider Claims Paid within 10 days divided by Total Network Provider Claims Paid.
  - Provider Claims Paid within 15 days – total number of Mileage Reimbursement Trips paid within 15 days for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
  - % Provider Claims Paid within 15 days (Performance Standard 3.3.2.4.3 b) – percentage of Provider Ride Trips paid within 15 days defined as Provider Claims Paid within 15 days divided by Total Network Provider Claims Paid.
  - Provider Claims Paid within 20 days – total number of Provider Ride Trips paid within 20 days for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
  - % Provider Claims Paid within 20 days (Performance Standard 3.3.2.4.3 c) – percentage of Mileage Reimbursement Trips paid within 20 days defined as Mileage Reimbursement Paid within 20 days divided by Total Network Provider Claims Paid.
  - Provider Claims Paid in 20 days or more – total number of Provider Ride Trips paid in 20 days or more for the month defined as the number of days from the invoice date as compared to the payment date. Provider Ride Trips is defined above.
  - % Provider Claims within > days – 100%
  - Total Network Provider Claims Paid – total number of Provider Ride Trips paid for the month. Provider Ride Trips is defined as Ambulatory, Wheelchair and Stretcher.
- 
- Mileage Reimbursement Paid within 10 days – total number of Mileage Reimbursement Trips paid within 10 days for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
  - % Reimbursement paid within 10 days (Performance Standard 3.3.2.4.3 a) – percentage of Mileage Reimbursement Trips paid within 10 days defined as Mileage Reimbursement Paid within 10 days divided by Total Mileage Reimbursement Claims Received
  - Mileage Reimbursement Paid within 15 days – total number of Mileage Reimbursement Trips paid within 15 days for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
  - % Reimbursement paid within 15 days (Performance Standard 3.3.2.4.3 b) – percentage of Mileage Reimbursement Trips paid within 15 days defined as Mileage Reimbursement Paid within 15 days divided by Total Mileage Reimbursement Claims Received
  - Mileage Reimbursement Paid within 20 days – total number of Mileage Reimbursement Trips paid within 20 days for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
  - % Reimbursement paid within 20 days (Performance Standard 3.3.2.4.3 c) – percentage of Mileage Reimbursement Trips paid within 20 days defined as Mileage Reimbursement Paid within 20 days divided by Total Mileage Reimbursement Claims Received
  - Mileage Reimbursement Paid > 20 days – total number of Mileage Reimbursement Trips paid in 20 days or more for the month defined as the number of days from the Claims Form stamp date as compared to the payment date.
  - % Reimbursement Claims Paid within > days – 100%
  - Total Mileage Reimbursement Claims Paid – total number of Mileage Reimbursement Trips received for the month.
  - Total Mileage and Provider Claims Paid – total number of claims paid for the month defined as Total Network Provider Claims Paid plus Total Mileage Reimbursement Claims Received.